

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Agency
Telecommunications
Management**

Chapter Title:

**Private Residence
Telephone Service**

Chapter Number:

0205.0

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Revision

Revised:

POLICY

Agencies requiring state-paid telephone service installation in a private residence must meet the following conditions: develop and have on file a policy letter approved by the agency's Department Director and have requests for service approved by the chief agency telecommunications representative ([CATR](#)).

USAGE GUIDELINES

Agency policy regarding private residence telephone service should:

- Define installation parameters for this state paid telephone service.
- Identify the cost benefit to the state or agency program.
- Identify that state paid service is not in lieu of personal telephone service and is used for conduct of state business only.
- Order this service as a "business service" from the Local Exchange Carrier (LEC) and use "State of California" as the business identifier.
- Establish [CALNET](#) as the long distance carrier.
- Establish a process to review toll charges in order to identify possible abuse/misuse.
- Establish a process for the timely removal of telephone services when it is no longer required or no longer meets established criteria.
- Maintain a list of state paid private residence and private vehicle telephone numbers and make it available to the Statewide Telecommunications and Network Division (STND) upon request.
- Make a copy of the policy letter available to the STND upon request.